Claims

1. A method of processing calls in a call processing center processing calls in support of enterprise activities of an organization, such method comprising the steps of:

receiving a query about the enterprise activities of the organization from a caller through the call center;

translating the query into voice extensible mark-up language;

forming an answer to the translated query within an artificial intelligence engine; and

providing the determined answer to the caller.

2. The method of processing calls in the call processing center as in claim 1 further comprising receiving the query through a switched circuit connection.

3. The method of processing calls in the call processing center as in claim 2 wherein the step of receiving the query through the switched circuit connection further comprises recognizing spoken words of the caller.

4. The method of processing calls in the call processing center as in claim 1 wherein the step of providing the determined answer to the caller further comprises converting the provided answer into extensible mark-up language.

5. The method of processing calls in the call processing center as in claim 4 wherein the step of translating the provided answer into extensible mark-up language further comprises generating audible speech.

6. The method of processing calls in the call processing center as in claim 1 wherein the step of receiving the query further comprises detecting the query within an html document.

7. The method of processing calls in the call processing center as in claim 1 wherein the step of receiving the query further comprises detecting the query within an e-mail.

8. An apparatus for processing calls in a call processing center processing calls in support of enterprise activities of an organization, such apparatus comprising:

means for receiving a query about the enterprise activities of the organization from a caller through the call center;

means for translating the query into voice extensible mark-up language;

means for forming an answer to the translated query within an artificial intelligence engine; and

means for providing the determined answer to the caller.

9. The apparatus for processing calls in the call processing center as in claim 8 further comprising means for receiving the query through a switched circuit connection.

10. The apparatus for processing calls in the call processing center as in claim 9 wherein the means for receiving the query through the switched circuit connection

further comprises means for recognizing spoken words of the caller.

11. The apparatus for processing calls in the call processing center as in claim 8 wherein the means for providing the determined answer to the caller further comprises means for converting the provided answer into extensible mark-up language.

12. The apparatus for processing calls in the call processing center as in claim 11 wherein the means for translating the provided answer into extensible mark-up language further comprises means for generating audible speech.

13. The apparatus for processing calls in the call processing center as in claim 8 wherein the means for receiving the query further comprises means for detecting the query within an html document.

14. The apparatus for processing calls in the call processing center as in claim 8 wherein the means for receiving the query further comprises means for detecting the query within an e-mail.

15. An apparatus for processing calls in a call processing center processing calls in support of enterprise activities of an organization, such apparatus comprising:

a voice extensible mark-up language interpreter adapted to translate a query about the enterprise activities of the organization from a caller into voice extensible mark-up language;

an artificial intelligence engine adapted to form an answer to the translated query within an artificial intelligence engine; and

a speech synthesizer adapted to provide the determined answer to the caller.

16. The apparatus for processing calls in the call processing center as in claim 15 further comprising a switched circuit connection adapted to receive the query.

17. The apparatus for processing calls in the call processing center as in claim 15 wherein the means for receiving the query further comprises means for detecting the query within an html document.

18. The apparatus for processing calls in the call processing center as in claim 15 further comprising a speech recognition application adapted to recognize spoken words of the caller.

19. The apparatus for processing calls in the call processing center as in claim 15 wherein the means for receiving the query further comprises a web site adapted to detect the query within an e-mail.

20. A method of processing calls in a call processing center, such method comprising the steps of:

receiving a text-based question from a caller;

converting the text-based question into a metaprogramming language understood by an artificial intelligence engine;

determining an answer to the question within the artificial intelligence engine;

providing the determined answer to the caller.

21. A method of processing calls in a call processing center, such method comprising the steps of:

providing an artificial intelligence engine with a database of customer products;

receiving a text-based question about a customer product from a caller;

converting the text-based question into a metalanguage understood by an artificial intelligence engine;

determining an answer to the question within the artificial intelligence engine;

providing the determined answer to the caller.